



**WASTE MANAGEMENT ORANGE COUNTY DISTRICT**

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March 30, 2012

Ms. Irene Kha  
Management Analyst  
City of Lake Forest  
25550 Commercentre Drive  
Lake Forest, CA 92630

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City of Lake Forest  
Public Works Department

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City of Lake Forest  
Public Works Department

Dear Ms. Kha,

Waste Management of Orange County is pleased to present the Annual Recycling Report to the City of Lake Forest in accordance with the franchise agreement. The information contained in this report is for the program year January 1 through December 31, 2011.

Waste Management of Orange County is proud of the service accomplishments and the positive relationship that has continued with the City of Lake Forest during 2011. We appreciate your business and look forward to another program year of our continued partnership with the City.

Sincerely,

Chrystal Denning  
Community Relations, Recycling Coordinator

cc: Charissa McAfee  
Michelle Clark

/cld  
Lfaf2011.docx

*From everyday collection to environmental protection, Think Green®. Think Waste Management.*





# **CITY OF LAKE FOREST**

## **2011 ANNUAL REPORT**

Prepared for:

The City of Lake Forest  
25550 Commercentre Drive  
Lake Forest, CA 92630

Prepared by:

Waste Management of Orange County  
1800 South Grand Avenue  
Santa Ana, California 92705  
(714) 480-2300



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### **Transformation**

As we move forward, Waste Management has begun to look at our business in a whole new way. We have coined our changing environment “Transformation” and this signifies our official transition to a “materials management company,” committed to finding the highest and best use for all materials that we handle. In many ways, Transformation is something we have been working towards for several years, but still requires a closer look at what we do, and why we do it. This multi-year initiative is designed to enhance the way we do business, and has 3 main tenets: to know our customers and how to service them, better than any one else in the industry, to better use technology to enhance our ability to harness the materials we manage, and to enhance our operational efficiency.

We realize the opportunity to help our customers develop alternative solutions that are better for you, and better for the environment. Your ability to tell us what you want and need has not gone unnoticed – we are closely reviewing how we can better meet your needs through enhanced, comprehensive service offerings, improved customer engagement activities and the development of greener technologies to support your goals. Locally, your Waste Management team will continue to work closely with you, our customers, and other local municipalities to meet sustainability goals, whether that is simply by implementing a recycling program at a local deli, to designing and delivering the ability to provide a zero waste program at a large facility. Waste Management remains disciplined in investing in the right technologies to help you meet your goals.

We are very excited about the changes and improvements Transformation will bring to our company and our ability to partner with you, our local communities. As such, the importance of reaching out to customers for feedback is invaluable to our success. Asking questions (even when we may be uncomfortable with the answers), and listening carefully, are the only ways we can be successful in our relentless pursuit of continuous improvement. Please let us know how Waste Management and our staff can improve our service in our effort to be a valued partner in your community. Your feedback is essential to our commitment to excellence.

### **OVERVIEW**

Waste Management is pleased to provide comprehensive solid waste and recycling services for the City of Lake Forest. We are proud of the service accomplishments and the positive relationship that has developed with the City of Lake Forest. From our public education and outreach efforts, to enhanced community activities, Waste Management continues to look for ways to work as a partner in the communities we serve.

We continually look at recycling opportunities to help our customers and the communities we service achieve their sustainability goals. To this effort, we unveiled food processing at our Orange facility, the first of its kind in Orange County and a demonstration to our commitment to invest in new technology to increase recycling. We have three customers in Lake Forest

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participating in the source separate food waste program and through our continued partnership with the city, we look to expand this service.

One of the greatest accomplishments is that the City's AB939 diversion rate continues to exceed the state mandated goal. The City's diversion rate for the 2010 CIWMB annual report is 77%. The City has one of the highest diversion rates in Orange County.

## **RESIDENTIAL PROGRAM**

### **Curbside & Green Waste Recycling Program**

The City of Lake Forest's expanded residential curbside recycling program demonstrates that the residents are committed to conserving. The convenience of the wheeled carts and the ability to put all recyclables in the same container makes the program very popular and easy to use. Residents have the flexibility to change cart sizes to accommodate their needs or obtain an additional recycling cart at no charge. Carts are available in 35, 64 and 96-gallon sizes and are available in any combination.

The focus of our residential services continued to remain on education and program reminders of the three-cart expanded recycling program. Participation in the program remains relatively consistent. We estimate that more than 90% of all households participate in the curbside recycling program on a consistent basis.

Waste Management continues to provide information and recycling services at community events and other public functions in conjunction with the city to spread the word on the importance of recycling. We continue to use a visual recycling display at events and presentations to provide residents tangible examples of recyclables accepted in the program.

Recycling education remained our focus for the residential program for 2011. Residents received program information about recycling in the form of a residential newsletter included in the quarterly billing statement. The newsletter included helpful reminders on how residents can increase the amount of recyclables placed in their cart, general source reduction information and residential program information.



## RESIDENTIAL PROGRAM (CONTINUED)

### Residential & Multi-Family Recycling Program

#### Paper / Cardboard



- Newspapers, magazines
- Mixed paper (printer, color, all types accepted)
- Telephone books, directories, magazines
- Bulk/junk mail, envelopes, catalogs
- File folders
- Cardboard boxes (please flatten)
- Soft bound books, hard bound books (inside only, no cover)
- Paper board - cereal boxes, tissue boxes, shoe boxes, egg cartons, beverage boxes, dry food boxes
- Frozen dinner boxes and other frozen food boxes
- Milk and juice cartons
- Empty paper towel and toilet tissue rolls
- Shredded paper (must bag before placing in cart)
- Pizza boxes (no food residue)
- Paper towels (must be clean and dry)

#### Plastics



- Plastic beverage containers - soda, water, juice
- Plastic containers (#1-7) such as laundry detergent, ketchup, mustard, hair product bottles
- Plastic bags - grocery, dry cleaning, newspaper and other film bags (bundle inside a plastic bag, tie and place in the cart)
- Plastic buckets (#1-#7)
- Plastic tubs (#1-#7)
- Plastic toys (#1-7)

#### Metal



- Aluminum cans
- Tin cans - soup, tuna, vegetable juice, coffee
- Empty aerosol cans (must be completely empty)
- Pie tins
- Paint cans (must be empty and completely dried out)
- Hangers

#### Glass



- Food jars - sauce, mayo, pickles (no residue)
- Beverage glass bottles - wine, beer, liquor, juice



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## **RESIDENTIAL PROGRAM (CONTINUED)**

### **Waste and Recycling Tonnages**

During 2011 a total of 30,874 tons of residential solid waste was collected from which 13,620 tons of materials were processed and recycled during the program year. This resulted in an overall diversion rate of 44% for the Residential Recycling Program.

Commingled curbside recycling tonnage remained relatively consistent with 2011 figures. Curbside commingled recycling tonnage was 6,087 tons for 2011 and amounts to 20% of the entire residential waste stream.

Green waste tonnage has remained relatively consistent with 2011 figures. Green waste recycling tonnage was 7,533 tons for 2011 and amounts to 24% of the entire residential waste stream proving that recycling this material significantly contributes to the success of the residential recycling program.

### **Problems Encountered and Actions Taken**

In 2011 Waste Management had no recyclable loads rejected for sale. Waste Management encountered no extraordinary problems.

### **Scavenging**

With the increase in commodity values we have seen a rise in scavenging activity. For many cities, the challenge is enforcement of the ordinance. Residents are encouraged to place recyclables at the curb on the morning of their service day instead of the night before to keep scavenging to a minimum.

### **Changes to Program**

There were no significant changes to the residential program in 2011.

### **Rate Adjustment**

Effective July, 1, 2011, the residential service rate was increased from \$13.71 to \$13.76. This increase was based on the disposal component and the increase to the County landfill disposal rate. The County landfill rate increased from \$29.95 a ton to \$30.30 effective July 1, 2011. Accordingly, the senior citizen/low generator rate increased from \$12.43 to \$12.48. Senior citizen residents who have a low generation of trash and recyclables are eligible for a discount on residential services. Residents who qualify can receive a discounted rate of \$12.48 a month for service.

2007 was the last year a service component rate adjustment was approved.

### **Recommendations**

With the implementation of the new citywide expanded 3-cart residential program in September 2003, Waste Management does not have any further recommendations for the residential program at this time.

## **RESIDENTIAL SPECIAL SERVICES**

### **Bulky Item Pickup**

In 2011 Waste Management received approximately 3,700 requests for bulky item collection services. This program continues to grow in popularity with Lake Forest residents. Residents enjoy the easy and convenient way to dispose of large hard-to-handle items such as furniture, appliances and other large items that cannot fit in the trash cart.

Items collected through the bulky item program are taken to Sunset Environmental our Material Recovery Facility (MRF) where they are sorted for diversion. Any white goods collected through the program are recycled using a scrap metal recycler. All regulatory and compliance procedures are used when handling these materials. Any refrigerants or other hazardous substances are removed and disposed of properly. Tonnage is included under residential diversion.

### **Christmas Tree Recycling**

Waste Management, as in past year, continues to collect Christmas trees from curbside residents. This program provides residents an easy and convenient way to recycle their Christmas trees. A total of 50 tons of Christmas trees were collected and recycled during the 2011 calendar year. The tonnage figure is included under residential green waste diversion.

### Hazardous Waste Diversion

#### Standard Procedure

Waste Management's standard procedure is to identify Hazardous Waste at the curb, when possible, to avoid collection. Waste Management drivers are trained to spot hazardous waste. This waste is tagged and disposal is the responsibility of the resident. Legislation has defined cathode ray tubes (CRT's) as hazardous waste. In addition, starting February 9, 2006, consumer electronic waste under the guidelines of the universal waste law is also considered hazardous and cannot be disposed in landfills. Waste Management will collect CRT's and electronic waste from the residents at the Household Hazardous Waste Events.

#### Household Hazardous Waste Collection Event

On June 25, 2011, Waste Management conducted the annual collection event in the parking lot at El Toro High School. The event, which lasted three hours, went very smoothly with a total of 281 cars serviced. Residents scheduled drop-off appointments in advance through our Customer Service Center. E-waste collection was included in the event as part of the franchise agreement.

Residents are very positive about this program. They enjoyed the convenient location as well as the efficiency and organization of the event. As in past years, Waste Management again provided fliers from the County that gave participants information on how to dispose of HHW at the County of Orange collection sites throughout the year.

A total of 23,124 pounds of Household Hazardous Waste was collected at the event.

#### Recommendations:

Instead of hosting an annual one-day collection event, Waste Management would like to propose the option of having a door-to-door hazardous waste pickup program. Waste Management has provided this service in other cities. Recently, Waste Management purchased Curbside, Inc. and it is now under the umbrella of Waste Management's service offering under the new name of "At your Door." Currently, this program is in place in the City of Mission Viejo. The door-to-door program has a couple of key benefits to the community: 1) it provides an easy and convenient way for residents to safely dispose of HHW, 2) it provides a program to assist home-bound residents who may not be able to drive to a collection event or center, and 3) it eliminates the need to find a location for a collection event.

Residents who participate in the program simply call a toll-free 800 number to schedule a pickup appointment with Waste Management "At Your Door" Service Center. After the initial phone call to schedule an appointment, a kit is mailed out to the resident providing instructions on what is acceptable and how to place items out for pickup. Even though the name of the

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program may imply a curbside pickup, residents actually leave their HHW waste near their front doors or garages for safety considerations and to minimize exposure of HHW materials to the general public.

The program has been very successful and many residents enjoy the convenience of being able to schedule a home pickup. E-waste and CRT collection is also offered in the program and used oil grant funds can be used to supplement the program.

Waste Management would like to further explore next steps in implementing the AYD program for the city in lieu of the annual collection event.

### Recycle Bank – Recycling Rewards Program

Waste Management's recycling rewards program, Recyclebank, can help the City of Lake Forest create a more sustainable future by rewarding residents with discounts and deals for taking everyday green actions. Here is how the program works:

Residents recycle their paper, metal, plastic, and glass through their curbside recycling program. The weight of the recycled materials converts into Recyclebank points. Residents can use the points for valuable everyday rewards from hundreds of local and national businesses.

Recyclebank can be an impactful program for Lake Forest:

- It rewards residents for recycling
- It promotes a greener community through recycling and reuse
- It educates and empowers citizens through the use of the program

Recyclebank also benefits Lake Forest's residents:

- Residents have the satisfaction knowing they are doing the right thing for the community
- Reward points are redeemable at more than 3,000 local and national businesses, including:
  - McDonald's
  - Olive Garden
  - Bed, Bath, and Beyond
  - Dick's Sporting Goods
  - Coca-Cola, Dole, and many other national brands

*78% of consumers say they would do more if they understood how a particular "green" action could help the environment as well as benefit them personally.*

The program can be implemented in three different ways:



- **Community Weight Based Model-** Recyclables are collected by route. Tonnage is calculated and divided by all households on the route. Program points are awarded to households who are members of program. This option is the most cost efficient option.
- **Self-Reporting** – A bit lower tech -- residents log-in to the Recyclebank site regularly to state they have set out recycling. Points are awarded based on the resident's online commitment.
- **GPS Model** –On-Board Computing is an option available in some communities. This method will be able to track residential set-outs based on on-board software.

### The Program is Simple

#### How it Works



### Safe Needle Disposal

Waste Management provides information to residents in the form of billing messages about the importance of proper needle disposal. Used needles that are not disposed of properly pose a significant health risk. That's why Waste Management has developed a safe and economical community based needle disposal programs for people with diabetes and others who are required to inject medications.



Through MedWaste Tracker, the City can provide several safe disposal options for residents. We offer a mail-back program where residents receive a convenient, affordable sharps container to safely contain and dispose used needles. Once full, the container can be shipped via U.S. Postal service for safe disposal. We also offer community drop off locations utilizing

secure kiosks allowing residents to safely dispose of sharps at select locations in the community.

### Freecycle™

Freecycle™ is a network of community groups where members can give unwanted items to other group members for free (or get items you may be looking for). Based on the web and hosted by Yahoo, Freecycle™ is made up of individual city groups that promote waste reuse among their members. It started in Tucson in 2003 to promote waste reduction and keep unnecessary waste out of landfills and has grown to more than 3,000 local community groups all across the country. The Freecycle™ network is open to all communities and individuals who want to participate and the main rule is that everything posted must be free, legal and appropriate for all ages.



Waste Management was the founding sponsor of the Freecycle. Waste Management encourages its customers to join the Freecycle network and help the community with waste reduction through reuse – turning one person's trash into another person's treasure.

### Think Green from Home

Consumers are becoming increasingly aware of the need to properly recycle mercury-containing household waste, including batteries, fluorescent lamps, and electronics. Waste Management's Think Green From Home recycling kits provide streamlined mail back solutions for the storage and recycling of compact fluorescent lamps (CFL's), batteries, and electronics. Residents can order a kit online at [www.thinkgreenfromhome.com](http://www.thinkgreenfromhome.com). Once the kit is filled, it can be mailed from home. This program provides a safe and convenient option to properly dispose of universal waste items.



## COMMERCIAL PROGRAM

Commercial customers receive solid waste collection using bins in various sizes ranging from 2 through 6 cubic yards. Service is provided from one day up to seven days per week based on the customers' needs. For large generators, customers may receive service in roll-off containers or compactors ranging in size from 10yd to 40yd. All customers can also utilize the City's commercial recycling program. Under the commercial franchise agreement, **commercial recycling services are available free of charge** to businesses and they have the opportunity to utilize bins or residential carts depending on their needs.

Some of the barriers encountered with businesses in implementing recycling is the lack of space for bins and no internal support at the business or company. In order for the program to be a

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success it takes buy in from the top down. The economic incentive is already there for the businesses to recycle. The challenge is helping them see the costs savings beyond immediate dollars and cents. It takes time and manpower to get the program off the ground and running but through continuous reminders and support from the businesses management, recycling can become a successfully integrated part of the business.

During the year 2011, 31 businesses set up recycling services with Waste Management. We have a total of 223 commercial bin customers that participate in recycling with Waste Management out of a total of 824 customers. We have a total of six permanent roll-off customers who participate in roll-off recycling out of a total of 36 permanent customers.

### Waste and Recycling Tonnages

39,447 tons of commercial/industrial solid waste was collected during 2011. This figure also includes tonnage from temporary services such as residential clean-ups and construction and demolition projects. Overall tons collected for this sector are slightly down from last year.

Participation in source separated recycling continues to grow and with the availability of free recycling services under the commercial franchise agreement, the economic incentive helps to entice more businesses to participate in recycling services. As always Waste Management staff is available to help assist businesses in implementing recycling programs.

### Food Waste Recycling

Most recently we expanded our recycling service offering for customers who generate food waste such as restaurants and grocery stores. Food waste is source separated on site and collected in either carts or bins. We have three customers participating in the program. One of the customers is Lucille's who has been a part of the program since the initial pilot stage. These customers have diverted 98 tons in 2011. Waste Management is conducting outreach to other commercial customers that are candidates for the food waste program.

### ORGANICS RECYCLING - WET RECYCLING PROGRAM

#### FOOD ITEMS

Meat, poultry, seafood (bones and shells) • Fruits and vegetables (produce)  
eggs and egg cartons • Pasta, rice, bread, grains (bakery goods) • Dairy



#### FOOD SOILED PAPER

Coffee grounds, filters, tea bags  
Soiled paper products (small quantity - paper towels, napkins)  
Soiled cardboard & paperboard (small quantity)



#### UNACCEPTABLE ITEMS

Glass • Tin / Metal • Plastic containers  
Cleaning Supplies • Chemicals

#### Cart Maintenance & Reminders:

- Use a liner to reduce odor and keep the cart clean.
- It is OK to use plastic bags or liners to contain the organic material.
- Clean the cart at least once a week.

Waste Management of  
Orange County  
1-866-WM RECYCLE





## FOOD WASTE PROGRAM

### FOOD ITEMS

- Egg & dairy products
- Table scraps & plate scrapings
- Fruit & vegetables
- Bread, dough, pasta & grains
- Coffee grounds, filters & tea bags
- Meat, poultry, fish, shellfish & bones (small quantity)

### FOOD SOILED PAPER

- Kitchen paper towels (small quantity)
- Napkins (small quantity)
- Paper egg cartons

### RESTOS DE ALIMENTOS

- Productos lácteos y huevos
- Restos de comida de la mesa y los platos
- Frutas y vegetales
- Pan, masa, pastas y cereals
- Posos (sedimento) de café, filtros y bolsitas de té
- Carne, pollo, pescado, mariscos y huesos (cantidades pequeñas)

### PAPEL MANCHADO CON ALIMENTOS

- Toallas de papel de cocina (cantidades pequeñas)
- Servilletas de papel (cantidades pequeñas)
- Cartones de papel para huevos



## UNACCEPTABLE ITEMS



- Glass bottles & jars
- Hazardous waste
- Cans (aluminum, steel, tin)
- Plastic utensils
- Plastic containers
- Lids, straws or creamers
- Latex & plastic gloves

- Botellas y frascos de vidrio
- Artículos peligrosos
- Latas (alumino, hojalata, acero)
- Utensilios plásticos
- Recipientes plásticos (#1-7)
- Tapas, popotes o recipientes de crema
- Guantes de latex y plásticos

Waste Management of Orange County 1-866-WM RECYCLE



### Large Venue Recycling

Waste Management also provides recycling services at the City's largest public venues: Bunny Blast, Concerts in the Park, 4<sup>th</sup> of July, Snow Fest and the Halloween Event. Recycling containers are placed strategically throughout the event for use by the patrons and recycling dumpsters are available for exhibitors. Large temporary recycling bins are used to capture recyclables after event clean up.

The largest city event in 2011 was Snow Fest held on January 29. The event generated 3.65 tons of material and Waste Management diverted an estimated 1.52 tons from the event. Below are material types for the Snow Fest event:

- Cardboard (generated and diverted)
- Paper (generated and diverted)
- Food (generated and diverted)
- Aluminum Cans (generated and diverted)
- Plastic (generated and diverted)
- Other Organics (generated and diverted)

### Hazardous Waste Diversion

None to report. Waste Management's standard procedure is to identify Hazardous Waste at the commercial location, when possible, to avoid collection. Waste Management drivers are trained to spot hazardous waste, which is then tagged and left for the commercial customer to dispose of properly.

### Problems Encountered and Actions Taken

Waste Management encountered no extraordinary problems.

### Scavenging

With the increase in commodity values we have seen a rise in scavenging activity. For many cities, the challenge is enforcement of the ordinance. We would like to review options available such as code enforcement or police presence to monitor areas that are experiencing routine scavenging.

### Changes to Program

There were no significant changes to the commercial program in 2011.

### Rate Adjustment

Effective July 1, 2011 the commercial rates increased based on the disposal component and the increase to the County landfill disposal rate. The County landfill rate increased from \$29.95 a ton to \$30.30 effective July 1, 2011. The rate increase amount varies by customer and the amount of service and frequency provided.

2007 was the last year a service component rate adjustment was approved.

### Recommendations

#### C&D Ordinance

The City of Lake Forest may want to consider adopting a C&D Ordinance or some other type of mechanism to encourage recycling of this material. Although this is not a specific requirement of SB1374, it does demonstrate good faith effort in continuing to comply with AB939 goals.

With future developments on the horizon such as the 900 acres of land identified in the Opportunity Study, establishing a C&D ordinance would provide a mechanism to help insure materials generated from these types of projects are recycled. Not only is this important in terms of AB939 good faith efforts, but also in establishing a recycling component for future projects slated in the City and creating a reporting mechanism to capture C&D project recycling tonnages. The current program in place for temporary services does not require any reporting from companies providing service.

#### Recycling Plan Ordinance/Policy

Since many jurisdictions in California did not comply with AB1327, which was not the state legislature's intent, this item was subsequently tucked into AB2176 – also known as the large venue bill.

This original law, referred to as AB1327, set procedures for the CIWMB to develop a model ordinance for jurisdictions to adopt in order to ensure that there is adequate space in development projects (commercial, industrial, multi-family) to accommodate recycling. For jurisdictions that did not adopt an ordinance by the September 1, 1994 deadline, at that time the Board's model ordinance took effect.

Under the new bill AB2176, it also provides this same provision addressing adequate space for recycling collection in development projects. Under PRC 42911, it "specifies that all development projects requiring a building permit, not just those for venues and events, must provide adequate space for collecting and loading recyclable materials."

Jurisdictions still have the opportunity to adopt their own ordinance. Waste Management

recommends that the City review its planning process to determine if a similar type of ordinance has been adopted and is in place. One of the most challenging issues in the City is a lack of space to place recycling containers. By conducting a review of the planning development, this would ensure that the City has complied with the original law and AB2176, and if not, it will provide the City the opportunity to put an ordinance in place.

Not only is this ordinance important in complying with the statutes under the Integrated Waste Management Act, it also would ensure that all future developments in the City have adequate spacing requirements in the solid waste collection areas to accommodate recycling.

### Bin Enclosure Ordinance

The continuing challenge in the City is a lack of space for recycling containers. City ordinance requires that all containers be placed out of view and in an enclosure. Unfortunately in many cases, this inhibits recycling efforts. Customers that are interested in setting up recycling programs are deterred due to lack of space. Many have just enough room for a trash bin in their enclosure, but lack the additional space needed for a recycling bin.

In order to encourage more recycling, the City should review this ordinance and look at making an exemption for recycling containers. Since recycling bins contain only commingled recyclables such as paper fibers, cardboard and beverage containers, there is no impact related to storm water quality concerns.

## Fleet

Waste Management has the most comprehensive preventative maintenance program in the industry to ensure the reliability and safety of our equipment. Waste Management invests more than one-third of the cost of machinery and equipment in preventative maintenance on its vehicles. Waste Management has successfully passed the last four California Highway Patrol Biennial Inspection of Terminals (BIT). Waste Management exceeds both DOT and CHP requirements for preventative maintenance frequency. This ensures that our trucks are in optimal condition as they are operated on Orange County roadways.

In addition, all of our vehicles are outfitted with safety equipment to protect the vehicle operator and those around him or her. For example, back-up alarms and flashers warn vehicles or people nearby that the truck is in motion. Our trucks are equipped with a rear camera that relays images onto a monitor inside the truck cab to show the driver what is behind him in the truck's blind spot. Our trucks are also equipped with backup sensors that detect objects immediately behind the truck.

Waste Management ensures that the fleet of vehicles servicing Lake Forest is fully compliant with all requirements under the California Air Resources Board and the South Coast Air Quality Management District. As vehicles are retired they are replaced with clean burning natural gas.



vehicles. Waste Management has a natural gas fueling station at both of our hauling facilities, Irvine and Santa Ana. In addition, our Santa Ana facility offers a public fueling station unveiled last year in August 2011.

### **AB939 COMPLIANCE AND RECOMMENDATIONS**

#### **Changes to AB939 Calculation – SB1016**

The most significant change to AB939 (1989) was the passage of the Disposal Measurement System Act of 2008 (SB1016) signed into law on September 29, 2008 by Governor Schwarzenegger. SB1016 moves the current emphasis on an estimated diversion measurement number to using an actual disposal measurement number as a factor when evaluating program implementation thus allowing the California Integrated Waste Management Board (CIWMB) and jurisdictions to focus on successful program implementation.

The intent of SB 1016 is to build on AB 939 compliance requirements by implementing a simplified and timelier measure of jurisdictions' performance by changing to a disposal based number as reported by disposal facilities. The disposal reporting number will be reported as a per capita disposal rate. The per capita disposal rate uses only two factors: a jurisdiction's population and disposal. The Department of Finance reports annually on each jurisdiction's population while disposal facilities and counties report quarterly on jurisdiction level disposal.

#### **Lake Forest's Average Per Capita Generation and Proposed Goal**

Below is a summary table of the City of Lake Forest's per capita generation from 2003 to 2006 and the proposed per capita disposal goal.

<b>Year</b>	<b>Generation</b>	<b>Population</b>	<b>Per Capita Generation</b> (pounds per person per day)
2003	261,223	77,300	18.5
2004	305,093	77,740	21.5
2005	316,020	77,741	22.3
2006	319,125	77,991	22.4
<b>Per Capita Generation Average</b>			<b>21.2</b>
<b>Per Capita Disposal Goal</b> (50% of average of per capita generation from 2003 - 2006)			<b>10.6</b>
<b>Per Capita Transformation Credit</b> (10% of average of per capita generation)			<b>2.1</b>

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Diversion Results for the new calculation:

Year	Target Goal	Tons Disposed	Tons of Transformation	PPD	Diversion
2007	10.6	96,141	136	6.8	68%
2008	10.6	82,997	0	5.8	73%
2009	10.6	69,770	0	4.9	77%
2010	10.6	68,564	195	4.9	77%

### County of Orange – AB939 Self-haul Surcharge

The County Board of Supervisor's approved the Waste Commission's recommended AB939 surcharge program on April 18, 2006. The "users fee," or AB939 fee, went into effect on July 1, 2006 on all self-haul tons. The solid waste industry believes that these self-haul tons are highly recyclable but at a processing cost in excess of \$40-45 per ton. Based on data from the County's self-haul study, more than 60% of the self-haul waste is divertable material. The surcharge increased the self haul landfill rate by 70%, adding an economic incentive to take the material to a recovery facility.

Several stipulations were included with the passage of the surcharge and the County will continue to monitor the program and provide progress reports to the Board of Supervisors. Funding from this program has been awarded to jurisdictions through grants to further enhance recycling programs.

### AB341 Mandatory Commercial Recycling

Assembly Bill (AB) 341 was adopted on January 17, 2012 and authorizes the California Department of Resources, Recycling and Recovery, commonly called CalRecycle, to establish a mandatory commercial recycling program for businesses and multifamily properties in the State. The purpose of this regulation is to divert commercial solid waste from landfills and to reduce greenhouse gas (GHG) emissions. This new law is effective July 1, 2012.

Businesses and public entities that dispose of four cubic yards or more of solid waste per week, and multifamily facilities with five or more units are required to recycle. Recycling can be accomplished through any combination of the following: collection with Waste Management, arranged recycling collection, self-hauling of recyclables, and mixed waste processing.

All California jurisdictions, must implement a commercial recycling program that consists of the following:

- Education/Outreach – conduct education and outreach to inform the affected businesses and multifamily facilities of the mandatory recycling requirement and provide them with information on how to recycle.

## City of Lake Forest Annual Report

- Monitoring - Must identify businesses and multifamily properties that are not recycling and inform them of the State regulation.
- Reporting - Progress report in implementing its commercial recycling programs annually to CalRecycle including all education & outreach and monitoring efforts. This information will be reported as part of the existing AB 939 annual diversion report.

### Compliance:

As the city's franchise hauler, Waste Management will assist the city with AB341 and collaborate on outreach activity and monitoring to comply with the provisions of the bill including plan development and AB939 reporting assistance.

### Free Commercial Recycling:

Waste Management provides free recycling services for commercial and multifamily properties, so AB 341 should not be a financial burden on businesses. In most cases, implementation of a recycling program may reduce the business or multifamily facility's trash bill.

## AB939 PARIS Information

Program year: 2011

Program Code	Description	Tons	Updates
1020-SR-BWR	Business Waste Reduction Program		City's hauler Waste Management continues to provide outreach to businesses to implement or expand recycling. This program continued in 2011 and included the addition of 31 businesses and/or multi-family complexes.
1030-SR-PMT	Procurement		City has a procurement policy that encourages the purchase of items with recycled content.
1050-SR-GOV	Government Source Reduction Programs		The city continues to practice waste reduction with the use of electronic communication through e-mail, newsletters and the city's website.
1060-SR-MTE	Material Exchange, Thrift Shops		
2000-RC-CRB	Residential Curbside	6,087	
2010-RC-DRP	Residential Drop-Off		
2020-RC-BYB	Residential Buy-back	*	(*Tonnage available from Department of Conservation at city request.) The city continues to have two CRV centers located next to grocery stores. In addition the city's hauler offers a buyback center at the Irvine facility.
2030-RC-OSP	Commercial On-Site Pickup		The city's trash hauler continues to offer free recycling services to businesses in 2011. This program included the addition of 31 new businesses and/or multi-family complexes to the commercial single stream program.

## City of Lake Forest Annual Report

2060-RC-GOV	Government Recycling Programs		Recycling and shredding program at city hall for departments.
2070-RC-SNL	Special Collection Seasonal	50	Christmas tree collection
2080-RC-SPE	Special Collection Events		Lake Forest residents with curbside service receive two free bulky item collections per year, up to four large items such as furniture, appliances, and other hard-to-handle items that do not fit in the trash.
3000-CM-RCG	Residential Curbside Greenwaste Collection	7,533	
3020-CM-COG	Commercial On-site Greenwaste Pickup		The city's hauler continues to collect green waste from businesses that generate large amounts.
3040-CM-FWC	Food Waste Composting	98	The city's hauler Waste Management has a food waste recycling program at two locations in Lake Forest.
3060-CM-GOV	Government Composting Programs		
4020-SP-TRS	Tires		
4030-SP-WHG	White Goods	63	Estimate based on total tons for bulky items
4040-SP-SCM	Scrap Metal	30	
4050-SP-WDW	Wood Waste	94	
4060-SP-CAR	Concrete, Asphalt, Rubble	560	Additional reporting from other haulers?
4090-SP-RND	Rendering		
4100-SP-OTH	Other Special Waste		
5000-ED-ELC	Electronic (radio, TV, web, hotlines)		
5010-ED-PRN	Print (brochures, flyers, guides, news articles)		
5020-ED-OUT	Outreach (tech assistance, presentations, awards, fairs, field trips)		
5030-ED-SCH	Schools (educaton and curriculum)		
5040-ED-OTH	Other Public Education		
6010-PI-EIN	Economic Incentives		
6020-PI-ORD	Ordinances		
7000-FR-MRF	MRF		
7030-FR-CMF	Composting Facility		
7040-FR-ADC	Alternative Daily Cover	*	* Available on the DRS report.
8030-TR-OTH	Other Transformation		
9000-HH-PMF	Permanent Facility		



## City of Lake Forest Annual Report

9010-HH-MPC	Mobile or Periodic Collection	12	Annual HHW event was held on June 25, 2011 and a total of 281 residents participated. A total of 23,124 pounds of material were collected at the event.
9030-HH-WSE	Waste Exchange		
9040-HH-EDP	Education Programs		
9045-HH-EWA	Electronic Waste		
9050-HH-OTH	Other HHW		

## **COMMUNITY OUTREACH & PUBLIC EDUCATION**

### **Public Education**

Waste Management has historically worked very hard to keep Lake Forest residents and businesses involved in the recycling process both at home and at work. We fully understand the importance of educational and public awareness campaigns because they lead to increased participation in recycling programs. As a result, Waste Management participates in an array of community and business sponsored events in an effort to educate Lake Forest residents and business owners.

Waste Management continues to provide information and recycling services at community events and other public functions in conjunction with the city to spread the word on the importance of recycling. We continue to use a visual recycling display at events and presentations to provide residents tangible examples of recyclables accepted in the program.



FALL 2011

### Keep up the great work Lake Forest!

Lake Forest residents continue to achieve strong results in their efforts to recycle and divert waste from landfills. During 2010, residents diverted over 13,000 tons of recyclables for beneficial reuse. Because of your ongoing participation in recycling programs, Lake Forest continues to meet the State of California's waste reduction and recycling diversion goals. In fact, the City of Lake Forest diverted 77% of its waste in 2010, thereby exceeding the State of California's mandate.

### Our Commitment to Service

Waste Management employees are focused on enhancing the quality of life for residents and adding to the overall experience of living and working in Lake Forest through their safe, clean, reliable service. As the City's service provider, we understand how important trash and recycling collection is for Lake Forest residents. More than 80% of residents ranked trash and recycling services as important in the recent community satisfaction survey, and overall satisfaction with trash and recycling collection was ranked second highest at 97%.

We are honored by this vote of confidence from Lake Forest residents and we are committed to continuing to provide the highest levels of service. This commitment to customer service is ingrained in our culture and supported through ongoing performance measurement, including Service Machine. This program requires the achievement of industry-leading service levels on a daily, weekly and monthly basis. Waste Management has also partnered with J.D. Power and Associates, an independent quality assurance firm, to survey customers and rate their level of satisfaction on a monthly basis. By focusing on delivering high-quality service, we achieve our number one priority: the satisfaction of each and every customer we serve in Lake Forest.



### Holiday Reminder

There will be no trash and recycling collection on the following holiday:

Thanksgiving Day  
Thursday, November 24, 2011

Residential collection service will be delayed one day following the Thanksgiving holiday. For the Christmas and New Year's holidays, there will be no delay.

### Holiday Tree Collection



Waste Management customers with curbside service can recycle their Christmas trees for free by placing the trees at the curb or in their greenwaste carts on their scheduled pick-up day. Trees greater than six feet tall must be cut in half and can be picked up for recycling during the two weeks following Christmas, beginning December 26.

As a friendly reminder, please remove all decorations, including ornaments, tinsel, lights and the tree stand.

### Holiday Recycling Tips

- As the holiday season approaches so do the all the ads and catalogs. Don't forget they are all recyclable and can be placed directly into your recycling cart.
- Perhaps you may be giving and receiving via mail service this holiday season. Remember that packaging peanuts are not recyclable and should be placed in a tied plastic bag and put in your trash cart. This helps prevent any peanuts from flying around the neighborhood on service day. Or better yet, check with your local office supplier or mailing retailer to see if they can reuse your "peanuts".



### Fourth of July Parade

Once again, for the year 2010, Waste Management was pleased to provide the Lake Forest Activities Committee with Port-O-Lets, Roll-offs, and Special Event Boxes for the parade. In addition, Waste Management of Orange County provided the one and only "Recycling Cart Drill Team" that gave a spirited performance for Lake Forest residents.

In addition to the Fourth of July Parade, Waste Management provides in-kind services for many city events such as Bunny Blast, Snow Fest, Concerts in the Park, and the Halloween Event.

### Business Outreach

Waste Management of Orange County is a long-time member of the South Orange County Chambers of Commerce and now the recently formed Lake Forest Chamber of Commerce. Many Waste Management employees regularly attend the Chamber functions. Waste Management is dedicated to open lines of communication with the business community.

### School & Community Outreach

Waste Management also continues to spread the recycling message to children in Lake Forest. Our school education efforts centered on environmental presentations to educate children on the benefits of recycling and reusing materials. The presentation is not only highly informative, but playfully communicates to children how much fun caring for the environment can be.

Information about the recycling presentations is distributed to the school district office. At the request of the schools, Waste Management provided presentations, assemblies, and/or tours to the following schools and organizations:

- Portola Hills
- Saddleback Homeschoolers
- Grace Christian School
- Montessori on the Lake
- Jack and Hill of Saddleback Valley
- Foothill Ranch Elementary
- Montessori on the Lake
- 16 Boy Scout Troop Tours
- 11 Girl Scout Troop Tour
- 3 Mom's Club
- 3 Birthday truck visits
- America Recycles Day – Woodcrest school

### **COMMUNITY INVESTMENT**

Waste Management is committed to providing community support through charitable donations and in-kind services to community organizations and events. We supported the following organizations in 2011:

- Adopt-A-Neighbor – Thanksgiving gift certificates
- Thanksgiving Food Drive Collection – transportation from El Toro High School to two food banks
- Lake Forest Chamber Mixers and Events
- City of Lake Forest
  - Concerts in the Park
  - Snow Fest
  - Bunny Blast at El Toro Park
  - 4<sup>th</sup> of July Parade
  - Halloween Event
- Lake Forest Clean up
- Lake Forest Relay for Life
- El Toro High School - Football, Grad Night
- Santiago de Compostela Church
- Lake Forest Seniors – various events
- Lake Forest Kiwanis Club
- Lake Forest AYSO – Region 85
- Foothill Ranch Elementary
- La Madera Elementary School
- Cedar Glen HOA
- Santiago Elementary School
- El Toro Water District

### **GRANT ADMINISTRATION**

#### **Used Oil Block Grant**

The objectives of the this grant is to support the existing certified centers, inform Lake Forest residents about proper disposal practices for used motor oil and used oil filters, and to encourage the use of re-refined motor oil. UBG15 cycle will be the last administered with the City and Waste Management. The city has elected to transfer management to the County of Orange program beginning with OPP1 cycle.

## City of Lake Forest Annual Report

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### Certified Collection Centers

AutoZone #2888	24361 Muirland Blvd. Lake Forest, CA 92630	(949) 455-1995	CalRecycle #: 30-C-06247
Big O Tires, LLC	20742 Lake Forest Drive Lake Forest, CA 92630	(949) 462-9088	CalRecycle #: 30-C-08916
EZ Lube #49	26731 Rancho Parkway Lake Forest, CA 92630	(949) 465-9912	CalRecycle #: 30-C-07283
Firestone Store #2724	24421 Rockfield Blvd Lake Forest, CA 92630	(949) 581-2660	CalRecycle #: 30-C-01220
Foothill Ranch Chevrolet	70 Auto Centre Drive Foothill Ranch, CA 92610	(949) 457-2000	CalRecycle #: 30-C-08511
O'Reilly Autoparts #1383	24601 Raymond Way Lake Forest, CA 92630	(949) 829-8292	CalRecycle #: 30-C-04001
Pep Boys #798	22671 Lake Forest Dr Lake Forest, CA 92630	(949) 855-9593	CalRecycle #: 30-C-03437
USA Express Tire + Service Inc	24561 Trabuco Road Lake Forest, CA 92630	(949) 454-8001	CalRecycle #: 30-C-05143
USA Express Tire & Service	26492 Town Center Drive Foothill Ranch, CA 92610	(714) 826-1001	CalRecycle #: 30-C-06157

The following activities took place during 2011:

- All used motor oil certified centers were visited to ensure that they are complying with CalRecycle sign and advertising guidelines.
- Annual report for 15<sup>th</sup> cycle was submitted on behalf of city.

### Department of Conservation Grant

The following activities took place during 2011:

- No major activities to report. Will work with city to establish projects and goals for upcoming cycle year.





**CITY OF LAKE FOREST  
WASTE STREAM COLLECTED BY WMOC**

YEAR 2011 MONTH:	RESIDENTIAL				COMMERCIAL				ROLLOFF			TOTAL			
	Recycle a	Residue b	Landfilled c	Total a+b+c=d	Recycle e	Residue f	Landfilled g	Total e+f+g=h	Recycle i	Landfilled j	Total i+j=k	RECYCLE a+e+i=m	LANDFILLD b+c+f+g+j+l=n	WASTE STREAM m+n=o	% DIVERTED m / o = p
Jan-11	1,159.14	0.00	1,536.68	2,695.82	152.63	0.00	2,575.99	2,728.62	95.15	488.39	583.54	1,406.92	4,601.06	6,007.98	23.42%
Feb-11	926.91	0.00	1,305.14	2,232.05	67.70	0.00	2,375.40	2,443.10	85.05	551.10	636.15	1,079.66	4,231.64	5,311.30	20.33%
Mar-11	1,147.17	0.00	1,502.15	2,649.32	125.09	0.00	2,655.72	2,780.81	52.91	527.77	580.68	1,325.17	4,685.64	6,010.81	22.05%
Apr-11	1,211.64	0.00	1,429.28	2,640.92	136.05	0.00	2,518.12	2,654.17	97.86	463.60	561.46	1,445.55	4,411.00	5,856.55	24.68%
May-11	1,148.11	0.00	1,455.60	2,603.71	119.02	0.00	2,559.28	2,678.30	95.84	547.01	642.85	1,362.97	4,561.89	5,924.86	23.00%
Jun-11	1,228.50	0.00	1,596.13	2,824.63	112.09	0.00	2,617.47	2,729.56	160.47	551.43	711.90	1,501.06	4,765.03	6,266.09	23.96%
Jul-11	1,159.25	0.00	1,418.05	2,577.30	106.41	0.00	2,476.38	2,582.79	141.88	520.97	662.85	1,407.54	4,415.40	5,822.94	24.17%
Aug-11	1,221.75	0.00	1,534.06	2,755.81	117.34	0.00	2,767.38	2,884.72	118.30	636.78	755.08	1,457.39	4,938.22	6,395.61	22.79%
Sep-11	1,159.84	0.00	1,428.11	2,587.95	118.95	0.00	2,503.08	2,622.03	161.16	452.42	613.58	1,439.95	4,383.61	5,823.56	24.73%
Oct-11	1,075.80	0.00	1,306.07	2,381.87	139.59	0.00	2,554.15	2,693.74	119.23	460.54	579.77	1,334.62	4,320.76	5,655.38	23.60%
Nov-11	1,086.93	0.00	1,400.55	2,487.48	93.56	0.00	2,503.11	2,596.67	39.61	487.00	526.61	1,220.10	4,390.66	5,610.76	21.75%
Dec-11	1,095.01	0.00	1,341.79	2,436.80	150.85	0.00	2,500.95	2,651.80	104.69	441.43	546.12	1,350.55	4,284.17	5,634.72	23.97%
Total	13,620.05	0.00	17,253.61	30,873.66	1,439.28	0.00	30,607.03	32,046.31	1,272.15	6,128.44	7,400.59	16,331.48	53,989.08	70,320.56	23.22%
Mo/Ave/12	1,135.00	0.00	1,437.80	2,572.81	119.94	0.00	2,550.59	2,670.53	106.01	510.70	616.72	1,360.96	4,499.09	5,860.05	23.22%





**CITY OF LAKE FOREST  
RESIDENTIAL CURBSIDE WASTE STREAM COLLECTED BY WMOC**

YEAR 2011 MONTH:	RECOVERED MATERIALS											TOTAL				
	NEWS	CARD BOARD	MIXED	GLASS	ALUM	TIN	PET	HDPE NATURL	HDPE COLOR	GREEN WASTE	OTHER / TRANSF.	TOTAL RESIDENTIAL RECYCLE	RESIDUE	RESIDENTIAL LANDFILLED	RESIDENTIAL WASTE STREAM	RESIDENTIAL DIVERSION %
Jan-11	201.79	75.51	111.08	43.79	2.15	5.81	6.94	4.40	3.36	625.65	78.66	1,159.14	0.00	1,536.68	2,695.82	43.00%
Feb-11	185.07	63.22	91.18	38.77	2.00	4.87	6.06	3.93	2.68	464.72	64.41	926.91	0.00	1,305.14	2,232.05	41.53%
Mar-11	224.14	68.41	95.32	44.89	2.45	5.11	6.87	4.48	2.66	626.22	66.62	1,147.17	0.00	1,502.15	2,649.32	43.30%
Apr-11	186.29	65.40	97.13	39.53	2.05	5.44	6.23	4.19	3.01	732.41	69.96	1,211.64	0.00	1,429.28	2,640.92	45.88%
May-11	179.73	63.62	94.57	38.26	1.98	5.28	6.04	4.05	2.94	683.55	68.09	1,148.11	0.00	1,455.60	2,603.71	44.10%
Jun-11	211.29	73.75	109.45	44.74	2.33	6.14	7.04	4.75	3.39	686.78	78.84	1,228.50	0.00	1,596.13	2,824.63	43.49%
Jul-11	187.76	66.87	98.92	40.05	2.06	5.45	6.31	4.19	3.04	673.69	70.91	1,159.25	0.00	1,418.05	2,577.30	44.98%
Aug-11	194.80	66.01	98.66	40.83	2.17	5.71	6.43	4.45	3.11	720.69	78.89	1,221.75	0.00	1,534.06	2,755.81	44.33%
Sep-11	195.50	67.73	100.89	41.30	2.16	5.73	6.51	4.43	3.15	659.49	72.95	1,159.84	0.00	1,428.11	2,587.95	44.82%
Oct-11	182.36	63.86	94.66	38.65	2.01	5.29	6.09	4.09	2.93	607.76	68.10	1,075.80	0.00	1,306.07	2,381.87	45.17%
Nov-11	217.80	75.88	112.57	46.08	2.40	6.32	7.26	4.90	3.49	529.14	81.09	1,086.93	0.00	1,400.55	2,487.48	43.70%
Dec-11	221.39	78.57	116.50	47.17	2.43	6.46	7.44	4.97	3.60	522.78	83.70	1,095.01	0.00	1,341.79	2,436.80	44.94%
Total	2,387.92	828.83	1,220.93	504.06	26.19	67.61	79.22	52.83	37.36	7,532.88	882.22	13,620.05	0.00	17,253.61	30,873.66	44.12%



**CITY OF LAKE FOREST  
COMMERCIAL/ROLLOFF/INSTA-BIN WASTE STREAM COLLECTED BY WMOC**

YEAR 2011 MONTH:	RECOVERED MATERIALS													TOTAL			
	NEWS	CARD BOARD	MIXED	GLASS	ALUM	PLASTIC	GREEN WASTE	SCRAP METAL	CONCRETE/ DIRT	WOOD	FOOD WASTE	OTHER / TRANSF.	TOTAL RECYCLE	RESIDUE	LANDFILLED	WASTE STREAM	DIVERSION %
Jan-11	0.00	128.72	9.65	0.00	0.00	0.73	61.38	1.88	33.97	9.83	1.62	0.00	247.78	0.00	3,064.38	3,312.16	7.48%
Feb-11	0.00	43.22	10.21	0.00	0.00	1.51	50.59	2.35	32.94	9.93	2.00	0.00	152.75	0.00	2,926.50	3,079.25	4.96%
Mar-11	0.00	101.47	3.02	0.00	0.11	0.10	29.31	1.11	25.47	7.51	9.90	0.00	178.00	0.00	3,183.49	3,361.49	5.30%
Apr-11	0.00	117.28	2.82	0.00	0.00	0.07	44.56	0.94	52.28	7.30	4.81	3.85	233.91	0.00	2,981.72	3,215.63	7.27%
May-11	0.00	103.21	0.93	0.00	0.03	0.01	43.91	0.97	49.15	6.57	10.08	0.00	214.86	0.00	3,106.29	3,321.15	6.47%
Jun-11	0.00	93.70	0.64	0.00	0.00	0.07	92.48	1.00	64.87	10.63	9.17	0.00	272.56	0.00	3,168.90	3,441.46	7.92%
Jul-11	0.00	88.70	1.84	0.00	0.00	0.04	55.28	2.88	79.52	10.81	9.22	0.00	248.29	0.00	2,997.35	3,245.64	7.65%
Aug-11	0.00	102.48	0.93	0.00	0.00	0.01	55.68	1.12	61.09	7.48	6.85	0.00	235.64	0.00	3,404.16	3,639.80	6.47%
Sep-11	0.00	98.07	1.70	0.00	0.05	0.00	70.96	16.75	72.49	10.46	9.63	0.00	280.11	0.00	2,955.50	3,235.61	8.66%
Oct-11	0.00	95.47	1.17	0.00	0.01	0.01	63.89	0.54	35.14	4.24	10.27	48.08	258.82	0.00	3,014.69	3,273.51	7.91%
Nov-11	0.00	74.62	1.31	0.00	0.00	0.04	25.11	0.57	16.36	4.73	10.43	0.00	133.17	0.00	2,990.11	3,123.28	4.26%
Dec-11	0.00	97.26	2.82	0.00	0.00	0.07	47.29	0.30	37.16	4.92	10.80	54.92	255.54	0.00	2,942.38	3,197.92	7.99%
Total	0.00	1,144.20	37.04	0.00	0.20	2.66	640.44	30.41	560.44	94.41	94.78	106.85	2,711.43	0.00	36,735.47	39,446.90	6.87%



**APPENDIX**

